CLAIMS

What is claimed is:

1. A Visual Interactive Voice Response (VIVR) system for delivering information to a user during a VIVR session, comprising:

a VIVR Server operative to send voice-based information to a telephone and to send visual-based information to a networking device, in response to the receipt of a VIVR session request; and

a session identification number database operative to maintain a VIVR session identification number (session ID) that identifies the telephone and the networking device.

2. The VIVR system of Claim 1, wherein the VIVR session is initiated, in response to a determination that the networking device can be connected to the VIVR Server.

3. The VIVR system of Claim 1, wherein the VIVR session is initiated, in response to a determination that the networking device can be connected to the VIVR Server via a VIVR Server host website.

4. The VIVR system of Claim 1, wherein the VIVR session is initiated, in response to a determination that the user has generated the VIVR session request.

5. The VIVR system of Claim 1, wherein the VIVR Server determines an identity of the networking device by obtaining the session ID from the session identification number database.

6. The VIVR system of Claim 1, wherein the networking device and the telephone are the same device.

7. The VIVR system of Claim 1, wherein the networking device is capable of communicating in accordance with a Transport Control Protocol/Internet Protocol (TCP/IP) protocol.

8. The VIVR system of Claim 1, wherein the telephone is capable of communicating in cooperation with an Advanced Intelligent Network, in accordance with a Signaling System 7 (SS7) protocol.

9. The VIVR system of Claim 1, wherein the VIVR session request is a DTMF key code entry received from the telephone.

10. The VIVR system of Claim 1, wherein the voice-based information is delivered to the telephone through a Voice Extensible Markup Language (VXML) Gateway.

11. The VIVR system of Claim 10, wherein VXML Gateway is operative to convert a text-based message received from the VIVR Server to an audio message and is further operative to deliver the audio message to the telephone by playing the audio message over a connection between the VXML Gateway and the telephone.

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12. A method for simultaneously delivering voice-based information and visual-based information to a user, the method comprising the steps of:

establishing an Internet connection between the user and a server;

establishing a telephonic connection between the user and the server;

delivering the voice-based information to the user over the telephonic connection;

delivering the visual-based information to the user over the Internet connection; and

modifying the delivery of the voice-based information in response to receiving a user instruction over the Internet connection.

13. The method of Claim 12, further comprising the step of modifying the delivery of the voice-based information in response to receiving a user instruction over the telephonic connection.

14. The method of Claim 12, further comprising the step of modifying the delivery of the visual-based information in response to receiving a user instruction over the Internet connection.

15. The method of Claim 12, further comprising the step of modifying the delivery of the visual-based information in response to receiving a user instruction over the telephonic connection.

16. A Visual Interactive Voice Response (VIVR) system for delivering information to a user during a VIVR session, comprising:

a VIVR Server operative to deliver voice-based information to a telephone and to deliver visual-based information to a networking device and further operative to receive a first user instruction from the telephone and to receive a second user instruction from the networking device;

a Voice Extensible Markup Language (VXML) Gateway operative to convert the voice-based information to an audio message that can be played back to the telephone and further operative to convert the first user instruction to a format that can be processed by the VIVR Server; and

a Service Control Point (SCP) operative to route a telephone call from the telephone to the VXML Gateway, in response to a determination that a connection between the networking device and the VIVR Server will support a VIVR session.

17. The VIVR system of Claim 16, wherein the determination that the connection between the networking device and the VIVR Server will support a VIVR session comprises making a determination that a Session Identification Number (Session ID) exists in a Session ID Database.

18. The VIVR system of Claim 17, wherein the Session ID comprises a telephone number associated with the telephone and an Internet Protocol address associated with the networking device.

19. The VIVR system of Claim 18, wherein the Session ID further comprises a telephone number associated with the networking device.

20. The VIVR system of Claim 16, wherein the delivery of the voice-based information and the delivery of the visual-based information is coordinated, by modifying a future delivery of voice-based information and modifying a future delivery

of visual-based information, in accordance with the first user instruction and in accordance with the second user instruction.